

## **Statement of Work**

### **Aerospace Medical Certification Support Services Contract**

#### **C.1. GENERAL**

The mission of Federal Aviation Administration (FAA) Civil Aerospace Medical Institute (CAMI) is to assure civil aerospace safety through excellence in medical certification, aerospace medical education, human factors, aerospace medical research and occupational health services.

CAMI's Aerospace Medical Certification Division (AMCD) (AAM-300) is responsible for the administration of the United States (US) program to fulfill the aerospace medical certification needs of approximately 620,000 holders of U.S. pilot certificates. CAMI receives about 1,900 applications for airman medical certification every day and is responsible for processing of an average of 450,000 applications per year. AMCD is the most flexible, pilot-friendly, and safety orientated medical certification system around the world, and is represented as a role model for other countries. The FAA 2009-2013 Flight Plan outlined the AMCD goal to sustain an average processing time of 30 days or less for all priority medical certifications and the Aviation Medicine Business Plan.

The purpose of AMCD (AAM-300) is to ensure that the United States' pilot population and the general public are safe from aircraft accidents that could be the result of pilot medical problems. Towards this end, the FAA requires pilots to have a valid medical certificate as mandated by 14 Code of Federal Regulations Part 67 – Medical Standards and Certification. The services that AAM-300 provides include:

- Establish medical standards and certification procedures for pilots
- Issue pilot medical certificates
- Review pilot medical records
- Issue duplicate medical certificates
- Verify pilot medical certificated

##### **C.1.1 Scope of Work**

The intent of this acquisition is to obtain a contract in accordance with this Statement of Work (SOW) Section C.8 for Aerospace Medical Certification Support Services for the Civil Aerospace Medical Certification Division (AAM-300) located in the CAMI Building, located on the Mike Monroney Aeronautical Center in Oklahoma City, Oklahoma.

### **C.1.2 Support Services**

The contractor must provide non-personal support services including administration, management, and performance of the tasks outlined in this SOW. The Contractor must be able to perform to the Aeromedical Reference Manual, Guide for Aviation Medical Examiners (AMEs), Federal Aviation Regulation (FAR) Part 67, and MGL), ISO-9001 certified FAA Aviation Safety Quality Management System (AVS-QMS) procedures and written policies concerning aerospace medical certification and maintain familiarization with the automated aerospace medical certification systems in operation. The Contractor must be able to maintain key personnel and keep its staff current and capable of providing the necessary services in the fulfillment of medical certification procedures. The Contractor should effectively manage support personnel and make necessary staffing adjustments which are flexible and ensure requirements and performance measures are maintained in a cost effective manner over the life of the contract.

**NOTE: The utilization of part time employees is allowed.**

### **C.1.3 Normal Working Hours**

The Contractor must provide services during the Government's primary operations, (Commencing no earlier than 6:00 AM and ending no later than 6:00 PM), Monday through Friday, except Federal Holidays or any other day(s) designated by Federal Statute, Executive Order, or Presidential Proclamation. Normal working hours are 8:00 AM to 4:30 PM. The ten federal holidays include New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day and Christmas Day.

## **C.2 Period of Performance**

The contract is expected to provide for One 12-month base year and two one-year renewable options. The periods of performance for this Contract are outlined as follows:

Basic Year: November 1, 2011 through October 31, 2012.

Option Year I: November 1, 2012 through October 31, 2013.

Option Year II: November 1, 2013 through October 31, 2014

## **C.3 Government Owned Property**

### **C.3.1 Facilities**

The Government will provide, without cost, adequate and necessary working space. All operating expenses, maintenance, and repairs of Government provided property will be furnished by the Government. Government property has been inspected for compliance

with the Occupational Safety and Health Act (OSHA). No hazards have been identified for which work-around have been established. Should a hazard be subsequently identified, the Government will correct OSHA hazards according to government developed and approved plans of abatement taking into account safety and health priorities. A higher priority for correction will not be assigned to the property provided hereunder merely because of this contracting initiation. The fact that no such conditions have been identified does not warrant or guarantee that no possible hazard exists, or that work-around procedures will not be necessary or that the property as furnished will be adequate to meet the responsibilities of the contractor. Compliance with OSHA and other applicable laws and regulations for the protection of employees is exclusively the obligation of the contractor. Further, the government will assume no liability or responsibility for the contractor. The Contractor shall not alter the property in any way and must provide in written detail the need to address modifications to Government provided facilities or equipment. The Contractor must return the property to the Government in the same condition as received, fair wear and tear. The Contractor must reimburse the Government for repairs resulting from negligence of the contract employees. The property must only be used in the performance of this contract.

### **C.3.2 Equipment and Supplies**

The Government shall provide to the Contractor, without cost, all office furniture, equipment, supplies, and materials required to successfully accomplish the requirements outlined in the SOW.

### **C.3.3 Obtaining Replacement of Government-Furnished Equipment**

The Contractor must submit requests for replacement of Government-Furnished Equipment to the COTR for processing. Such requests must specify the reason for the replacement request.

## **C.4 Security**

The Contract personnel are required to perform services in secure facilities. Entrance into the working space requires Government issued key card. The Contractor employees may not begin work until forms are submitted and have been reviewed and authorized by the Civil Aviation Security Division, AMC-700.

### **C.4.1 Quality Control Safe Guarding Airmen Sensitive But Unclassified (SBU) Information**

The Contractor must have established quality control procedures upon contract performance. Quality assurance procedures must include:

- A. Procedures for safeguarding "Confidential" and "Sensitive" materials.
- B. Procedures for assurance that all documents are secured at all time and are never left unattended;

- C. Procedures to prevent discussion outside the immediate work area of information contained on any medical document;
- D. Procedures to prevent addresses or information from being disseminated to anyone regarding a specific individual, e.g., famous or political persons.

## **C.5 On-Site Supervision**

The Contractor must provide project management and On-Site Supervision as is essential to carry out all the terms and conditions of this contract. The On-site Supervisor or designee with equal authority shall be present onsite at all times during regular working hours, and as needed to fulfill contractual obligations. The supervisor(s) must be available at all times while contract work is in progress to receive notices, reports, or requests from either the Contracting Officer or the COTR. The Contracting Officer shall provide, to the COTR, the name, location and telephone of the supervisor(s) specifically designated for this contract. The On-Site Task Supervisor must be able to read, write and speak English.

Contract personnel must understand and be proficient in Lotus Notes, Microsoft Word, Microsoft Excel and the Governments Document Imaging Workflow System (DWIS).

Contract must keep the COTR informed where personnel shortages exist and provide a plan for how those areas will be covered. This information must be included in the monthly report.

The Contractor must maintain document activity records and provide monthly reports to the COTR. Reference SOW C.11

FAA employees are not authorized to exercise either direct or indirect supervision over the Contractor's employees.

**C.6 Definitions/Acronyms: As used throughout this contract, the following terms shall have the meaning set forth below and specified as applicable:**

### **C.6.1 General Definitions**

- A. **Acceptable Quality Level (AQL)** The standard at which service is considered satisfactory as agreed upon by the Contractor and the Government.
- B. **Alternative Dispute Resolution (ADR)** Process for the resolution of disputes regarding work determined to be unsatisfactory.
- C. Aviation Safety (AVS) Quality Management System (QMS) -   
<https://intranet.faa.gov/faaemployees/org/linebusiness/avs/qms/>:  
 AVS is committed to continuously improving the world's safest aerospace system. AVS fulfills this commitment by responding to our stakeholders, supporting the interests of the flying public, valuing the contributions of each employee, and meeting the requirements of the AVS quality management system.

- C. **Contractor** – The term Contractor as used herein refers to both the prime Contractor and any subcontractors. The prime contractor shall ensure that his subcontracts (if any) comply with the provisions of this contract.
- D. **Contracting Officer (CO)** – One with authority to enter into, administer, and/or terminate contracts and make related determinations.
- E. **Contracting Officer Technical Representative (COTR)** – One who is designated and authorized in writing by the CO to be responsible for surveillance/monitoring of the Contractor's performance.
- F. **Contractor Owned Property** – All property used on this contract that is owned or furnished by the Contractor.
- G. **Contractor's Representative/On-Site Supervisor** – An Onsite Task Supervisor assigned by the Contractor to manage the services outlined in the SOW.
- H. **Customer Comments** – A means for end users to provide comments pertaining to services provided by the contractor.
- I. **Document Imaging Workflow System (DIWS)** – AMCD document imaging workflow software automates the FAA certification document control systems, the certification approval processes, and streamlines document control, review and routing throughout airmen medical certification by converting paper and medical documents into digital images. These converted images are used by the Government reviewers and AMEs and call-center staff to support airmen certification.
- J. **Government Owned Property** – All property owned by or leased to the Government or acquired by the Government under the terms of the contract. Government property included both Government-furnished property and Contract acquired property as defined in AMS Guidance T3.10.3.
- K. **Quality Assurance (QA)** – Those actions taken by the Government to assure services meet the acceptable quality level established by the contract between the Contractors and Government.
- L. **Quality Assurance Surveillance Plan (QASP)** – An organized written, "living", document outlined the Government's methodology for monitoring contractor performance.
- M. **Quality Control (QC)** – Those actions taken by the Contractor to ensure contractor performance meets the requirements of the contract.

- N. **On-Site Supervisor** – refers to the person designated by the contractor who has authority to act for the contractor on a day-to-day basis at the work site, and who directly supervises the work force.
- O. **Sensitive But Unclassified (SBU) Trash** - All material that contains Airmen identification and medical records or an “Official Use Only” designation. All trash collected from work areas designated for shredding.

### C.6.2 Acronyms:

**(AMCD Systems Manual) Guide for Aviation Medical Examiners (AMEs), FARs Part 67, and MGL**

**(AMCD) Aerospace Medical Certification Division**

**(AME) Airmen Medical Examiner**

**(AMS) Aviation Management System**

**(CAMI) Civil Aerospace Medical Institute**

**(CDR) Contract Discrepancy Report**

**(CO) Contracting Officer**

**(COTR) Contracting Officer Technical Representative**

**(DIWS) Document Imaging Workflow System**

**(FAA) Federal Aviation Administration**

**(FAR) Federal Aviation Regulation**

**(LIE) Legal Instrument Examiner**

**(MID) Medical Identification Document (Eight numerical digits long)**

**(QC) Quality Control**

**(QA) Quality Assurance**

**(QMS) Quality Management System**

**(SOW) Statement of Work**

**C.7 Qualifications of Personnel;** The Contractor must be fully staffed on the first day of contract performance, and prepared to maintain a fully trained staff throughout the life of the contract. The Contractor must provide capable employees trained and qualified as outlined below. All employees must be able to speak and understand English. All employees must be competent in Lotus Notes, Microsoft Office, Word and Excel Programs and where necessary to fulfill the requirements outlined in the SOW DIWS.

NOTE: The Contractor may request qualification waivers on a case by case basis to the Contracting Officer.

**C.7.1 Qualifications of On-site Supervisor:** The Contractor must provide a full-time On-Site Supervisor who shall be physically on-site during all normal work hours, and be responsible for competent performance of all work. The On-Site Supervisor shall possess a minimum of 5-10 years experience in aerospace medical certification support services or support services of similar magnitude and scope of the total requirement of the contract. The On-Site Supervisor must have 5 years experience supervising a staff of similar size and complexity. During the period of performance of this contract, the

contractor's On-Site supervisor or designated representative shall submit a report in Contractor format a report of tasks accomplished (totals processes) and hours worked by the 5th business day of each month to the FAA's Representative (COTR).

**C. 7.2 Qualifications of Aeromedical Examiner (AME) -** The Aeromedical Examiner must be a trained Aerospace Medical Certification Legal Instrument Examiner or equivalent (with contractor submitted waiver) with minimum of 5 years experience within the last 10 years. The support services required by this position include review of AME reports, documents findings and the recommendation for Airmen Medical Certification adjudications processes.

**C.7.3 Qualifications of Administrative Assistant II:** The Administrative Assistant(s) must possess a minimum of 3 years experience within the last 5-7 years with a combined set of skills working with aerospace medical certification support services or support services of similar magnitude and scope of the total requirement of this contract.

**C.7.4 Qualifications of Administrative Assistant IV:** The Administrative Assistant(s) must possess a minimum of 5-10 years experience within the last 20 years with a combined set of skills working with aerospace medical certification support services or support services of similar magnitude and scope of the total requirement of this contract. This position must have an understanding of all elements within the statement of work.

**C.7.5 Qualifications of Inspector III:** The Inspector III must possess a minimum of 2-5 years experience within the last 10 years of working with medical terminology, background of transcribing medical reports, knowledge of aerospace medicine, AMCD guidelines, policies, procedures, rules and regulations along with the minimum typing speed of 50 words per minute. The Inspectors must be competent in the Microsoft Office, Word, Excel program and Lotus Notes with exceptional telephone skills and customer service.

**C.7.6 Qualifications of Inspector I:** The Inspector I must possess a minimum of 1 year experience with general correspondence and document filing within the last 5 years with a minimum typing speed of 35 words per minute. The Inspectors must be competent in the Microsoft Office, Word, Excel program and Lotus Notes.

**C.7.7 Qualifications of Training Program Assistant III:** The Training Program Assistant must possess a Bachelors degree from a 4-year University or possess a minimum of 5 years work experience in the field of multi-media production. The Training Program Assistant must be able to perform image production services as required to support Government seminars, workshops, and other scheduled events as required by CAMI

## **C.8 AMCD Support Services**

The Contractor must provide skilled staff who understand Medical Terminology, Aerospace Medicine Terminology and Aerospace Medical Certification Qualifications Requirements and Processes in accordance with Section C.1.2 as described in the 10 major areas to support the general areas outlined below.

### **C.8.1 Aerospace Medical Certification Document Support (Correspondence Receipt by Mail)**

The Contractor must be able to process Airmen 8500-8 Forms, all pertinent medical information from Airmen Medical Examiners (AME) and Airmen receiving to the CAMI receiving mailroom (Average of 2000 pieces per day)

The Airmen sends in their 8500-8 by mail/faxed and electronically. All other pertinent medical information for AME and Airmen is sent to the CAMI receiving mailroom.

#### **C.8.1.1 Subtask Functions**

- A. The contractor must receive, date stamp (exception: Congressional Requests and FOIAs) and bundle by document classification for distribution.
- B. Interoffice Correspondence Receipt and Distribution

### **C.8.2 Airmen Certification Document Preparation Support**

The Contractor must prepare documents bundles for scanning.

### **C.8.3 Airmen Certification Document Scanning**

The Contractor must provide skilled staff who understand how to scan all documents into the Document Imaging and Workflow System (DIWS) and maintain capability to support Aerospace Medical Certification Document scanning for airmen certification. (Average of 10,500 Documents a day.)

Various kinds of documents include but are not limited to the following:

- A. EKG's
- B. MRI's
- C. CAT Scans
- D. Drug & Alcohol Lab work results
- E. Faxes
- F. FedEx on a daily basis (priority status)
- G. Incoming Mail from AME & Airmen
- H. Miscellaneous from Government Doctors



#### **C.8.4 Airmen Certification Document File Room**

The Contractor must provide support services to maintain Aerospace Medical Certification File Room. (Approximately 3,500-5,000 documents per day)

#### **C.8.5 Airmen Certification Document Collection and Shredding**

The Contractor must provide support services to maintain AMCD document destruction (collecting and shredding) of SBU documents for compliance with in accordance with FAA Order 1350.15a, Records Organization, Transfer and Destruction Standards.

#### **C.8.6 Airmen Certification Document Legal Instrument Examiners (LIE) Correspondence Support Services**

The Contractor must provide support services for the LIE. (Average of 800 documents daily)

Various kinds of subtasks include but are not limited to the following:

- A. Prepare letters based on recommendations from LIE
- B. Review for mistakes, return to LIE, correct
- C. Prepare return envelopes
- D. Prepare for medical appeals

#### **C.8.7 Aerospace Medical Certification Call Support Center**

The Contractor must provide support services for the Aerospace Medical Certification Call Center. (Receive average of 11,000 calls per month, Return telephone calls to Airmen, AMEs, others as required average 400 per month)

Various kinds of Subtasks include but are not limited to the following:

- A. Receive incoming calls from Airmen and AMEs. These calls can be about status, regular review, letter clarifications, medical review, medical appeals, drug & Alcohol, missing correspondences records in notes.
- B. Prepare Telephone Action Request (TAR) issued to address problems, forward to supervisor for review and action.
- C. Calls from FAA Regions, HQs. And Flight Standards
- D. Security
- E. Attorneys (authorized by letter from Airmen)

#### **C.8.8 Aerospace Medical Certification System (AMCS) Hot Line**

The Contractor must provide support services for the Aerospace Medical Certification System Hot Line Support Services for AMEs (Average of 850 calls per month).

#### **C.8.9 Aviation Medical Examiner Medical Case Review Specific Tasks**

The Contractor must review AME Medical Case Decisions to determine compliance with the FARs and process documents where recommendations are generated and made by contract AMEs in accordance with C.1.2. Personnel will be updated on any changes in medical certification procedures. The AMCD Manager is responsible for administering decisions based on recommendations made by contract Aeromedical Examiners.

Specific task includes:

- A. Provide analysis of physical examination reports to determine AME Compliance with accepted aerospace medical standards prescribed in FAR, Part 67. Analyze medical reports, certificates, waivers, and supporting documents for AME conformance with established policies and procedures.
- B. Make recommendation to AMCD manager for/in reference to Aerospace Medical Case Review.

#### **C.8.10 Panel Seminars & Presentation Support**

The Contractor must provide Panel Seminars and Presentation Support Services for CAMI. These services are required to enhance Government provided seminars to Airmen, AME's and Staff Positions as well as to the public. These services include but not are limited to multi-media services with an emphasis on image production as required to support AME seminiars, cabin safety workshops, military training workshops and other scheduled seminars or workshops throughout the period of performance.

#### **C.9 Quality Control**

The Contractor must assure quality assurance to the highest level to ensure the greatest protection possible to US airmen and AMEs.

The Contractor must provide a draft Quality Control Plan submitted with its proposal and must provide a final Quality Control Plan 90 days after contract award. The plan must include the Contractor's policies and procedures and be in compliance with current FAA AVS-QMS requirements. The Plan at a minimum should address a way to measure and document performance, allow for the correction of deficiencies in a timely manner that assures compliance with all SOW requirements.

The Contractor's Plan should identify performance measurements that are used to ensure and document the effective utilization of support personnel and provide for necessary staffing adjustments which are flexible and ensure that all requirements are met in the most cost effective manner.

#### **C.10 Performance Evaluation Meetings**

The Contractor must participate in performance evaluation meetings upon written request of the COTR or CO.

Performance of tasks as outlined in the PWS will be evaluated to determine whether or not it meets the performance requirements of the contract.

### **C.11 Transition Period/Plan**

The Contractor must provide a detailed transition plan including a description of its policies and procedures necessary to ensure adequate staffing upon contract award.

NOTE: For planning purposes, the anticipated Contract Award date is on or before September 15, 2011 with the effective date November 1, 2011. The transition period/plan is not separately priced.

### **C.12 Over and Above**

The acquisition may necessitate additional support services deemed necessary to the AMCD mission as outlined in the Flight Plan. The Contracting Officer will request a proposal from the Contractor as the necessity for additional support as required. These changes shall be incorporated into the Contract through Bilateral modification.

### **C.13 Deliverables**

The Contractor must provide the following reports in Contractor format:

- A. Contractor Quality Control Plan within 90 days after Contract Award. (CDRL A001)
- B. Document monthly reports by employee and task within 7 days from the end of previous month. (CDRL A002)
- C. Transition Plan (Proposal Submission)
- D. Continuity of Contract Performance Plan (CDRL A003)